

# Vacancy Announcement

## for

### U.S. Embassy, Baghdad

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**ANNOUNCEMENT NUMBER: TCN 11-38**

**OPEN TO:** Third Country Nationals Only

**POSITION:** Visa Assistant-NIV; FSN-7

**OPENING DATE:** April 10, 2011

**CLOSING DATE:** April 23, 2011

**WORK HOURS:** Full-time; 40 hours/week

**SALARY:** \$22,539 per annum (Plus 35% Differential of basic salary; 15% of basic salary for Unique Conditions of Work Allowance) **Paid in US Dollars.**

**LENGTH OF HIRE:** 1 - 5 years (1 year with 4 optional years)

U.S. Embassy in Baghdad is seeking an individual for the position of Visa Assistant-NIV in the Consular Office (CONS) of U.S. Embassy Baghdad.

#### **BASIC FUNCTION OF POSITION**

The incumbent, under the direct supervision of the senior Non-Immigrant Visa (NIV) Unit Chief and Vice Consuls, processes the full range of visas from start to finish including receipt of application materials, screening these materials, data entry, printing, quality control checks of printed visas, drafting of cables and passport delivery. The employee organizes, tracks and files applications, documents, and information from a variety of sources (intake counter, other consular posts, mail, phone calls, and emails) according to U.S. visa law and Baghdad specific Standard Operating Procedures (SOP). Handles controlled visa information and materials. Troubleshoots equipment and processing problems. Provides information to the public in person and via the telephone and email, and responds promptly to all correspondence. Provides some clerical support including answering the telephone, photocopying and filing of documents. Provides Arabic/English or Kurdish/English translations.

**The Universal Application Form, TCN program benefits and FAQs can be found at:**

[http://iraq.usembassy.gov/hr\\_tcns.html](http://iraq.usembassy.gov/hr_tcns.html)

## **QUALIFICATIONS REQUIRED**

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. College studies are required.
2. Prior work experience of no less than two (2) years in business administration, visa services, customer service or similar fields is required.
3. Language requirements include level III (good working knowledge) in English and level IV (fluency) in Arabic and/or Kurdish.
4. Thorough knowledge in typing and computer use, significant understanding of Iraqi and regional geography, society and culture is also required. Must be able to or learn how the visa process works and relates to the overall U.S. Mission in Iraq. Must have awareness of the political/security situation in Iraq.
5. Other requirements include abilities to multitask and carry out detailed and possibly repetitive work effectively and efficiently. Must have good judgment in referring matters to higher authorities. Incumbent is required to have flexibility in handling varied responsibilities. Ability to learn new software and use a range of applications as well as understand how to use Microsoft Office applications and type 40 words per minute in English or Arabic. Must have excellent interpersonal skills and the ability to deal with a team and work under pressure. Be able to grow as part of an interactive and interdependent team. Must be able to communicate with often demanding clients using diplomacy, tact and sensitivity.

## **SELECTION PROCESS**

It is essential that candidates address the required qualifications above in the application to meet the required qualifications.

## **TO APPLY**

Applicants for this position must submit the following information:

1. Universal Application for Employment DS-174, as a Third Country National (TCN);
2. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

**SUBMIT APPLICATION MATERIALS TO THE FOLLOWING EMAIL ADDRESS:**

[TCNISUAmman@state.gov](mailto:TCNISUAmman@state.gov)

**FOR INQUIRIES PLEASE EMAIL:** [TCNISUAmman@state.gov](mailto:TCNISUAmman@state.gov)

**POINT OF CONTACT**

Telephone: (962) (6) 590-6832 / 590-6828  
FAX: (962) (6) 5906869

**CLOSING DATE FOR THIS Vacancy Announcement: April 23, 2011**

The U.S. Mission in Baghdad provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Approved: MPhaneuf, BGD/Consular Office  
Cleared: AMEveritt ISU/HRO  
Drafted: LAbdulhadi ISU/HR

## **Appendix A**

### **DEFINITION**

A third-country national (TCN) is an individual who meets the following criteria.

- (1) Is neither a citizen of the United States nor of the country to which assigned for duty.
- (2) If employed, is eligible for return travel to the TCN's home country or country from which recruited at U.S. Government expense.
- (3) Is on a limited appointment for a specific period of time.
- (4) Encumbers a direct-hire, personal service agreement (PSA) FSN position covered under the TCN local compensation plan. Such an employee normally is recruited from outside the host country and relocated from the point of recruitment to the host country. The return travel obligation assumed by the U.S. Government may have been the obligation of another employer in the area of assignment if the employee has been in substantially continuous employment which provided for the TCN's return to home country or country from which recruited.

Hired TCN Staff are considered separate from the Locally Employed Staff (LES) because they have separate Local Compensation Plan and nationalities. Candidates are expected to be employed at the U.S. Mission in Iraq from one to five years.

## **Appendix B**

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information which equates to the information found on the DS-174.

Failure to submit the required information may result in the applicant not being considered for the vacancy.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (see top of page)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. Permanent U.S. Resident (Yes or No; if YES, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Special Accommodations the Mission needs to provide (Yes or No; if yes, provide explanation)
- J. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class/Type
- K. Days available to work
- L. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- M. Education
- N. License, Skills, Training, Membership, & Recognition
- O. Language Skills
- P. Work Experience
- Q. References

### **Visa Assistant Capsule Position Description FSN - 7**

The incumbent serves as an assistant in the Non-Immigrant Visa (NIV) section of the Consular Office. They handle simple to complex visa cases, including emergency and high profile applications. The incumbent is expected to be up-to-date with laws, regulations and Standard Operating Procedures related to NIV cases, and when needed, they must provide such information to both applicants and other officers. The incumbent is expected to manage new, pending and past visa case files as well as provide some English or Arabic interpretation. Additionally, the employee must have excellent customer service skills in order to interact with applicants both face-to-face, over the phone and via e-mail. When placing issued visas in passports, the incumbent must ensure anti-fraud controls. Furthermore, the incumbent may be asked to occasionally serve as the back-up cashier, an American Citizen Services (ACS) or Immigrant Visa (IV) employee.